

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 07-0626

ORIGINAL

Regarding a complaint by (Person making the complaint):

Brian Schwarty

Against (Utility name):

Com Ed

As to (Reason for complaint)

Billing dispute

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

130 South Canal, #619, Chicago IL 60606

The service address that I am complaining about is

743 N. Dearborn #2, Chicago IL 60610

My home telephone is

(312) 463-0553

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(773) 458-3422

My e-mail address is SchwartzB@gmail.com

I will accept documents by electronic means (e-mail) ☒ Yes

☐ No

(Full name of utility company) Commonwealth Edison Company (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

(An Exelon Company)

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

220 ILCS 5/8-303 ; 83 IL Adm 410.40 (a); 83 IL Adm 280.80 (a)
; 83 IL Adm 410.40 (c); 83 IL Adm 410.120 (a); 83 IL Adm 410.120 (d)
83 IL Adm 280.50 (d); 86 IL Adm 511.110 (b)

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Please see Attached Document.

Please clearly state what you want the Commission to do in this case:

Instruct the company to refund, and pay interest on, the amount I was overbilled and paid.
Instruct the company to disassociate the 2 accounts.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 12, 21, 2007
(Month, day, year)

Complainant's Signature: Brian Schwartz

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

N/A

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Brian Schwartz, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Brian Schwartz
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 12, 21, 2007

Jill P. Fitzpatrick
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

Summary of Complaints

1. Received a "Final Bill Notice" on 12/15/2007 dated 12/12/2007 indicating a past due balance of \$35.85 on Account 7155189073 with no explanation of the balance's origin. The amount was paid with check 144 on 12/17/2007 to protect credit.
2. According to the company's policy, they will only list a "secondary" with explicit authorization from the primary unless the secondary is a spouse of the primary. Contrary to this rule the company listed Margaret Walsh as a secondary on account 7155189073. When the company was informed of this mistake, they refused to correct the error. This resulted in the company incorrectly transferring a balance of \$752.91 from account 7155189073 to 2325118029 on 8/15/2007.
3. ComEd failed to respond to any correspondence submitted online or any written correspondence sent to the corporate office or customer service office.
4. ComEd failed to contact me regarding the conclusion of their billing department's reviews.
5. ComEd failed to respond to my insistence to have my meter read monthly during the winter of 2006 which I made on October 22, 2006.
6. The company under-estimated my monthly 2005 winter bills by roughly \$600. I complained about the poor estimates on February 7, 2006 and wrote on October 22, 2006. The complete omission of care in the company's estimation of my 2006-2007 winter bills, where I was under-billed \$752.91 constitutes negligence.
7. ComEd's failure to provide timely and accurate statements of energy usage during the winter of 2006-2007 effectively removed my right to contest the legitimacy of the statement. With neither major electrical appliance nor electrical heating at the location, the net utility bill remains baffling.